

**BOARD RESOLUTION ADOPTING THE COMPLIANCE REVIEW REPORT AND  
FINDINGS BY THE SPB COMPLIANCE REVIEW UNIT OF  
THE DEPARTMENT OF CHILD SUPPORT SERVICES**

**WHEREAS**, the State Personnel Board (SPB or Board) at its duly noticed meeting of March 3, 2014, carefully reviewed and considered the attached Compliance Review Report of the Department of Child Support Services submitted by SPB's Compliance Review Unit.

**WHEREAS**, the Report was prepared following a baseline review of the Department of Child Support Services' personnel practices. It details the background, scope, and methodology of the review, and the findings and recommendations.

**NOW, THEREFORE, BE IT RESOLVED**, that the Board hereby adopts the Report, including all findings and recommendations contained therein. A true copy of the Report shall be attached to this Board Resolution and the adoption of the Board Resolution shall be reflected in the record of the meeting and the Board's minutes.

  
SUZANNE M. AMBROSE  
Executive Officer

November 25, 2013

Kathleen Hrepich, Interim Director  
Department of Child Support Services  
11150 International Drive  
Rancho Cordova, CA 95670

RE: Compliance Review Findings and Recommendation

Dear Ms. Hrepich:

The State Personnel Board (Board or SPB) conducted a baseline compliance review of the Department of Child Support Services (DCSS)'s examinations, appointments, and Equal Employment Opportunity (EEO) program during the period of May 1, 2011 through November 1, 2012. The primary objective of the review was to determine if DCSS's personnel practices, policies, and procedures complied with state civil service laws and board regulations, and to recommend corrective action where deficiencies were identified.

The DCSS provided the documents that SPB requested. A cross-section of DCSS's examinations and appointments were selected for review and analyzed. The review of the EEO program included examining written policies and procedures, the EEO officer's role and duties, and the internal discrimination complaint process. The SPB also communicated with and asked questions of appropriate DCSS staff.

The Compliance Review Division (CRD) of the SPB found no deficiencies in DCSS's examinations and appointments. The CRD found one deficiency in the EEO program. DCSS's EEO Officer does not specifically monitor the composition of oral panels in examinations as required. The law requires EEO Officers to monitor the composition of oral panels in departmental examinations pursuant to Government Code section 19795, subdivision (a).

Accordingly, the SPB recommends that the EEO Officer establish a specific plan to improve oversight of recruitment efforts inclusive of monitoring the composition of oral panels. DCSS must implement this oversight change within 60 days of the Board's Resolution adopting these findings and recommendations, and submit to the SPB a written report of compliance. Copies of any relevant documents should also be attached to the report.

An exit conference between SPB and DCSS was held on November 20, 2013 to discuss the deficiency and recommendations, as well as to answer any questions DCSS may have. DCSS now has the opportunity to provide a written response to SPB's letter, if they so choose.

You should also be aware that this compliance review letter and any written response and reply of the CRD will be provided to the Board at its next available meeting for their evaluation and determination. The Board may issue a Resolution adopting the findings and recommendations as stated herein, or the Board may order its own recommendations. In either event, you will be notified of the Board's final decision. The Board's Resolution will also be posted on our website.

### **DEPARTMENTAL RESPONSE**

DCSS was provided a copy of the letter to review. A copy of DCSS's response is attached as Attachment 1.

### **SPB REPLY**

The written response indicated that DCSS has addressed the deficiency via updated policies and procedures regarding the EEO Officer's role in monitoring the composition of oral panels. DCSS also indicated that it will update the EEO Officer's duty statement to ensure it clearly defines the Officer's role. Lastly, DCSS has indicated that a meeting with the EEO Officer will take place to review responsibilities and the updated duty statement. The SPB commends DCSS on these activities. DCSS is advised to provide proof of compliance (e.g., copies of procedures and updated duty statement) to the SPB within 60 days of the Board's Resolution.

We greatly appreciated the cooperation and assistance provided by DCSS personnel. If you have questions, please contact Diana Campbell at (916) 651-0449.

Sincerely,

A handwritten signature in black ink, appearing to read "James L. Murray". The signature is fluid and cursive, with a large, sweeping flourish at the end.

James L. Murray, Chief  
Compliance Review Division  
State Personnel Board

cc: Martha Rojo-Jaramillo, Personnel Officer

**CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES**

P.O. Box 419064, Rancho Cordova, CA 95741-9064



December 6, 2013

Mr. James L. Murray, Chief  
Compliance Review Division  
State Personnel Board  
801 Capital Mall  
Sacramento, California 95814

**SUBJECT: RESPONSE TO COMPLIANCE REVIEW**

Dear Mr. Murray:

We are in receipt of the results from the baseline compliance review performed by the State Personnel Board (Board), and appreciate the accomplishments recognized by the Board auditors in the areas of examinations and appointments. The Department of Child Support Services (DCSS) understands that a small deficiency was found in the area of the Equal Employment Opportunity (EEO) program. Specifically, the EEO Officer did not directly monitor the composition of the oral examination panels during the period of review. DCSS agrees with the finding, but would like to add that DCSS does have processes in place to monitor the composition of the oral panel. Specifically, DCSS secures a Chairperson who is certified by the Board, and who is trained on the formalities and steps of conducting oral interviews including EEO rules and regulations. Oral interviews are carried out in accordance with Board rules under the direction of the Chairperson, ensuring compliance with the composition of the examination panel. The DCSS personnel analyst then secures the State Service Representatives (Panel Members), who serve as technical experts but look to the Chairperson for guidance in the examination process. A panel orientation is held for all members of the panel by the personnel analyst. At this time the examination panel is briefed on the exam process.

The personnel analyst who secures the Chairperson and the State Service Representative also works cooperatively with the DCSS EEO Officer. Specifically, the DCSS EEO Officer revised the DCSS Administrative Policy and Procedures Manual in 2011 in regards to the Department's responsibilities, and the EEO Officer provided training on November 30, 2012 updating personnel staff on EEO rules, regulations and laws. In this training the EEO Officer stressed the importance of equitability, including the examination process.

As DCSS strives to ensure compliance with all state civil service laws and Board rules, DCSS plans to immediately implement the following corrective actions, which should fully address this concern:

Mr. James L. Murray  
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- DCSS will update policies and procedures to include the EEO Officer's responsibility to monitor the composition of the oral panel in departmental examinations.
- DCSS will update the EEO Officer's duty statement to ensure it clearly defines the Officer's duties and responsibilities, including the Officer's responsibility to monitor the composition of the oral panel in departmental examinations.
- DCSS will meet with the EEO Officer and review her responsibilities and updated duty statement, including the responsibility to monitor the composition of the oral panel in departmental examinations.

DCSS takes reported deficiencies very seriously. As such, DCSS has implemented corrective action to strengthen oversight and recruitment efforts in the area of EEO and will be sure to provide the Board with the requested documents within 60 days of the Board's adoption of the compliance review letter. We appreciate the work of the Board auditors and the technical assistance they provided during the review.

If you have any questions or concerns regarding this matter, please contact Karen Dailey, DCSS Audit Manager, at (916) 464-5520.

Sincerely,



KATHLEEN HREPICH  
Interim Director

cc: Karen Dailey, Audit Manager